



Agreed Performance Statement

The ACHS strongly believes in the public availability of appropriate information resulting from accreditation surveys, and is actively encouraging all members to make this information available to interested parties, most notably consumers. As part of our public disclosure initiative the ACHS survey team provides an Agreed Performance Statement (APS) to be placed on the ACHS website. The member organisation may also provide an APS to be placed on the website. The APS should include reference to strengths and/or weaknesses identified during survey.

Name of member organisation:	epiclinic Pty Ltd
Org Code :	365204
Date :	22 June 2018

Organisation's Comments

The decision for the owners of Epiclinic to apply for Accreditation with ACHS in 2010 was voluntary. This decision was made not only to demonstrate Epiclinic's commitment to Best Practice and Quality Assurance, but also to differentiate cosmetic medical procedures from those performed in 'Medi-Spas' and Beauty Salons. Cosmetic medical procedures involve the administration of prescription-only schedule 4 medications, Class 3B, Class 4 medical lasers and other energy/light-based devices that are approved by the TGA for use in Australia. These procedures carry risk of injury, especially when administered by untrained or inexperienced personnel.

Even in experienced hands, these procedures do have occasional complications, and Epiclinic relies upon the development of necessary policies, as required as an accredited healthcare facility, that mitigate these risks, and/or policies which can be relied upon to respond to complications, should they occur.

Establishing a formal process of credentialing of personnel has produced an improved selection process when assessing candidates applying for new positions.

Accreditation has provided a policy framework that has helped guide Epiclinic in risk management, staff development, future planning and day-to-day functions. By setting standards, measuring outcomes, and reviewing policies, accreditation has continuously provided answers to potential scenarios that might otherwise be unpredicted, thereby providing a degree of confidence and less uncertainty of the success of the business.

Most of all, expectations of the public at large are high when it comes to provision of services. While complaints are uncommon, and patient satisfaction in general is high at Epiclinic, a major improvement has been the formalisation of assessing patient complaints under the auspices of the Medical Advisory Committee (MAC). This process has eliminated the potential adversarial and confrontational situations between the complainant and the service provider.

Accreditation has also helped Epiclinic improve quality by producing a 'no-blame' organisation. By auditing activities, where deficiencies have been identified, rather than place the onus on a particular individual, the organisation has been able to objectively assess how such deficiencies occurred, the extent and potential remedy, and a follow up process that demonstrates the remedy is functioning.



Survey Coordinator's Comments

Epiclinic demonstrates a commitment to continuous improvement in safety and quality programs through the EQuIP6 DPC accreditation program. Directors and staff are actively involved in the development of risk minimising strategies, quality clinical care and ensuring a safe environment for their patients.

Service and care delivery is monitored and there are strategies in place for corrective actions in the event of incidents, complaints and non-compliance issues. The risk management framework and program cover all areas of safety and is included in safety and quality audits and reviews.

There is a dynamic management team that support and actively encourages and mentors staff. Staff are skilled and trained for their specific roles and responsibilities.

There is a small cohort of clinical, technical and clerical staff that is well suited to the case mix and activity levels of a small cosmetic day surgery facility.

In addition to the APS, consent is given for the following hyperlink to the organisation's website to appear on the ACHS website:

HYPERLINK: _____ <https://epiclinic.com.au> _____